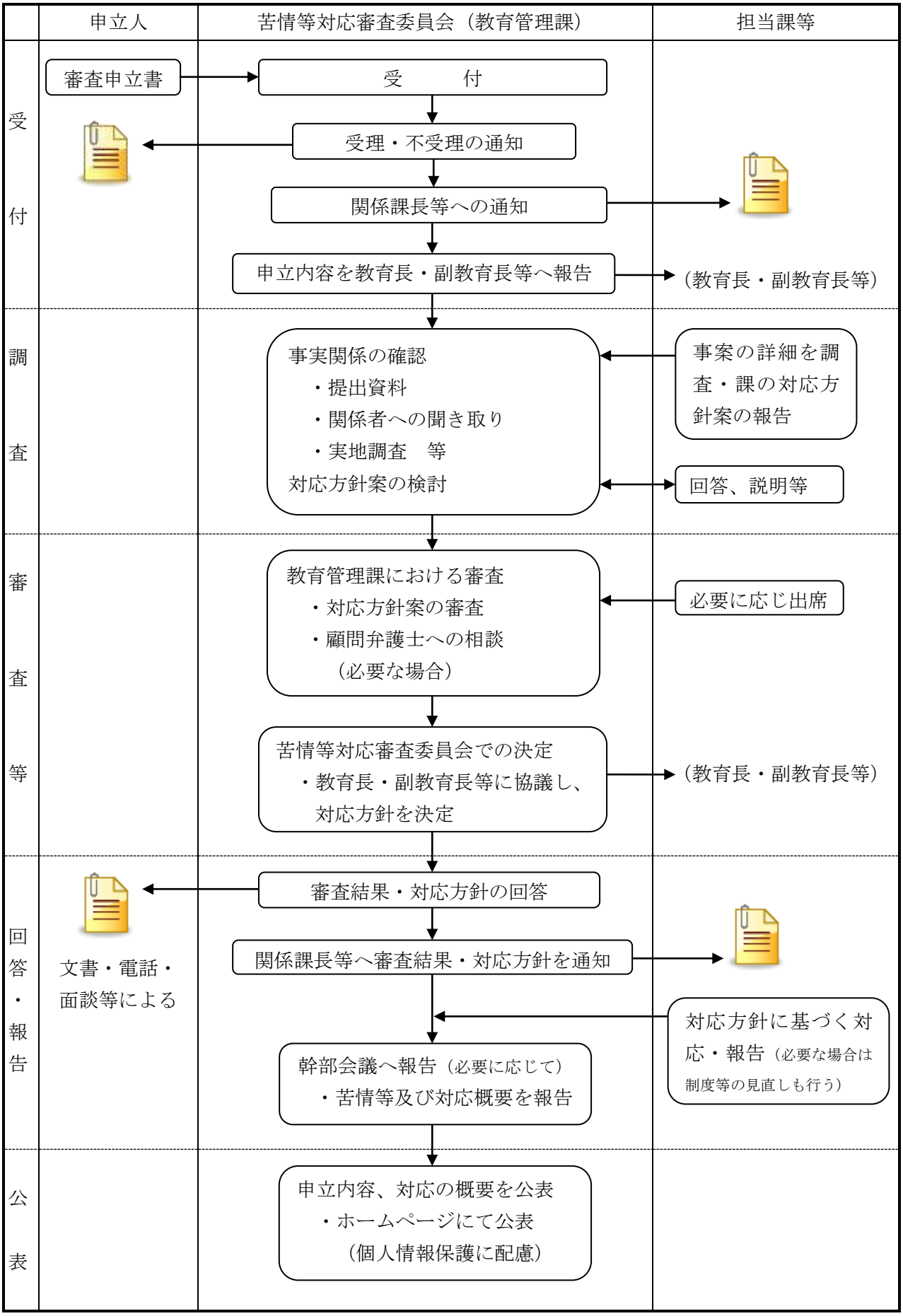苦情等対応審査のフロー